

## Patent Claims

1.-13. (cancelled)

14. (new) A method for controlling and/or monitoring a first terminal connected to a communication system, the first terminal having at least one function which can be controlled and/or monitored, the method comprising:

sending a first message to a telephony server by an application installed on a computer, the first message having a telephone number of the first terminal;

transmitting the telephone number to the communication system by the telephony server;

transmitting terminal information by the communication system in a response, wherein the terminal information describes which of the functions of the first terminal can be controlled and/or monitored;

providing a data base by the telephony server, the data base comprising data records describing a plurality of terminals that can be controlled and/or monitored, wherein at least one data record includes the telephone number and the terminal information received from the communication system regarding the first terminal, wherein the data base has at least one amendable data record having an identification number, wherein one of the terminals is assigned to the amendable data record, and wherein the amendable data record is supplemented by the telephone number and the terminal information received from the communication system regarding the first terminal; and

transmitting the telephone number and the terminal information obtained from the supplemental data record to the computer by the telephony server such that the first terminal is controlled and/or monitored by the computer.

15.. (new) The method as claimed in claim 14, wherein a communication terminal, a subscriber connection, an exchange connection, a cross-connect connection or some other connection which can be controlled and/or monitored in a communication system is used for the terminal to be controlled.

16. (new) The method as claimed in claim 14, wherein a communication node in a packet-switching network is used as the communication system.

17. (new) The method as claimed in claim 15, wherein a communication node in a packet-switching network is used as the communication system.

18. (new) The method as claimed in claim 14, wherein the telephony server interchanges terminal information with two or more communication systems.

19. (new) The method as claimed in claim 15, wherein the telephony server interchanges terminal information with two or more communication systems.

20. (new) The method as claimed in claim 16, wherein the telephony server interchanges terminal information with two or more communication systems.

21. (new) The method as claimed in claim 14, wherein one terminal is controlled and/or monitored by two or more computers comprising installed applications.

22. (new) The method as claimed in claim 15, wherein one terminal is controlled and/or monitored by two or more computers comprising installed applications.

23. (new) The method as claimed in claim 16, wherein one terminal is controlled and/or monitored by two or more computers comprising installed applications.

24. (new) The method as claimed in claim 18, wherein one terminal is controlled and/or monitored by two or more computers comprising installed applications.

25. (new) The method as claimed in claim 14, wherein the amended data record is deleted when no computer is controlling and/or monitoring the terminal associated to that data record.

26. (new) The method as claimed in claim 14, further comprising:

creating a further amendable data record by the telephony server based on the supplemental data record, wherein the further amendable data record has a further identification number.

27. (new) The method as claimed in claim 14, wherein the number of amendable data records in a telephony server is always at least one.

28. (new) The method as claimed in claim 27, wherein exactly one amendable data record is always available.

29. (new) An arrangement for controlling and/or monitoring a terminal having at least one function which can be controlled and/or monitored, the arrangement comprising:

a communication system, wherein the terminal is connected to the communication system;

a telephony server connected to the communication system for exchanging terminal information and having a data base; and

a computer connected to the telephony server, wherein an application for controlling and/or monitoring is installed on the computer, wherein

the application is adapted to transmit to the telephony server a first message including the telephone number of the terminal, wherein

the telephony server has means for transmitting the telephone number to the communication system, wherein

the communication system is adapted to transmit the terminal information in a response, wherein the terminal information describes which functions of the terminal can be controlled and/or monitored, wherein

the data base has data records related to a plurality of terminals which can be controlled and/or monitored, wherein

at least one data record is amended by the telephone number and the information received from the communication system regarding the terminal, wherein

the data base has at least one amendable data record containing an identification number and to which one of the plurality of terminals is assigned, wherein the data record is supplemented by the telephone number and the terminal information received from the communication system regarding the terminal, wherein

the telephony server is adapted to produce a further amendable data record comprising a further identification number after supplementing the data record, and wherein

the telephony server is further adapted to transmit the telephone number and the terminal information obtained from the supplemented data record to the computer such that the terminal can be controlled and/or monitored by the computer.

30. (new) The arrangement as claimed in claim 29, wherein the terminal to be controlled is a communication terminal, a subscriber connection, an exchange connection, a cross-connect

connection or some other connection of a communication system which can be controlled and/or monitored.

31. (new) The arrangement as claimed in claim 29, wherein the communication system is a communication node in a packet-switching network.

32. (new) The arrangement as claimed in claim 29, wherein the telephony server comprises a mechanism for exchanging terminal information between two or more communication systems.

33. (new) The arrangement as claimed in claim 29, wherein two or more computers with application are provided for controlling and/or monitoring a terminal.